

AMENDMENTS TO THE CLAIMS

Upon entry of this amendment, the following listing of claims will replace all prior versions and listings of claims in the pending application.

IN THE CLAIMS

Please amend claims 1, 3, 4 and 6, cancel claims 2 and 22, and add new claims 23-27 as follows:

1. (Currently amended) A method for ~~managing information~~ for managing network services associated with a service level management domain to provide service level management, the method comprising the steps of:
providing a plurality of monitoring agents for monitoring, by a plurality of monitoring agents, components operational characteristics of a network service associated with a service level management domain and supporting one or more business processes under service level management, each monitoring agent receiving detecting events of a select type of the associated operational characteristics from the network service components and resolving mapping such events into alarms;
transmitting the alarms from all the plurality of monitoring agents to a an alarm correlation agent common management agent, which resolves analyzes the alarms to produce correlated alarms; and
transmitting the correlated alarms to a common service level management agent an enterprise management system to reason analyze across the network as to causes of the correlated alarms events.
2. (Canceled).
3. (Currently Amended) The method according to claim 1, further comprising the steps of:
identifying one or more business processes under service level management depending on one or more of the network services associated with the service level management domain;

relating network components information to a service the one or more network services upon which a business process depends, the monitoring agents monitoring the network components to obtain information representing operational data of the related network services of one or more monitored components;

determining a state of the business process under service level management based upon the component information, wherein the component information determines a measured level of service and wherein the level of service affects the operation of the business process; and

displaying reporting, to a user, service level management information regarding at least one of a group including availability, faults, configuration, integrity, security, reliability, performance and accounting of the measured level of service.

4. (Currently Amended) The method according to claim 3, further comprising determining service parameters to measure the level of service of the network services associated with the service level management domain and supporting the one or more business processes under service level management.
5. (Original) The method according to claim 4, further comprising representing the component information by one or more component parameters and wherein the component parameters are mapped into the service parameters.
6. (Currently Amended) The method according to claim 5, further comprising determining whether service levels are satisfied in accordance with a service level management agreement by comparing service parameters with predetermined service levels.
22. (Canceled).
23. (New) A method for monitoring a business process having at least one service associated with a service level management domain to provide service level management for an entity performing the business process, the method comprising the steps of:

collecting data on one or more resources of a network associated with the service level management domain, the network being capable of performing one or more functions to provide the entity with a service to allow the entity to perform the business process;

monitoring one or more parameters from the collected data, the one or more parameters providing an indication of an operational characteristic of the service provided by the network;

determining from the operational characteristic a value, the value being a performance index of the service associated with the service level management domain; and

monitoring the value to provide service level management for the entity performing the business process.

24. (New) The method of claim 23, further comprising the step of determining a state of the business process from the value.

25. (New) The method of claim 23, further comprising the steps of,
determining a service level of the service, the service level being defined by a service level agreement; and
monitoring the service level of the service to monitor the business process.

26. (New) The method of claim 23, wherein the service level management domain comprises, an enterprise network.

27. (New) A method for providing an entity with service level management of a business process, the method comprising the steps of:

monitoring a business process having at least one service associated with a service level management domain to provide service level management for an entity performing a business process;

collecting data on one or more resources of a network associated with the service level management domain, the network being capable of performing one or more functions to provide the entity with a service to allow the entity to perform the business process;

monitoring one or more parameters from the collected data, the one or more parameters providing an indication of an operational characteristic of the service provided by the network;

determining from the operational characteristic a value, the value being a performance index of the service associated with the service level management domain; and

monitoring the value to provide service level management for the entity performing the business process.